

JMS

Besides an interface with Tyler Munis Financial Systems, do we need to interface with the JMS company? **No**. If so, who is responsible for the costs associated with this interface?

Who is your current Jail Management System Provider? (JMS) For how long? **New World – at least 10 years**

Prefer the Financial software integrates with Tyler Munis Financial System. Please fully explain Tyler Munis, Is this your JMS? (Jail Management System) **Tyler Munis is the County's financial software management software used for all financial transactions**

Is there an interface with the JMS or "Tyler Munis Financial System"? **Not currently.**

DELIVERY

Please elaborate on the prohibition of 'increase orders at the time of delivery'. We are not clear on the meaning of this and would like clarification to ensure we are always in 100% compliance. **Orders are not to be increased after the order has been placed. No overruns.**

How often will commissary orders be delivered to inmates? Weekly? Twice a Week? Please Explain. **Weekly**

Line item 6 regarding delivery schedule states: Delivery will be accomplished by Vendor personnel. Page 6, section 6, line item 6 notes that deliveries will be accomplished by Bay County Sheriff's Office personnel. These two statements seem to contradict one another – can the county please clarify? **Delivery of the packages will be from the vendor to the Sheriff's Office and the Jail staff will deliver the packages to the inmates.**

The delivery schedule must be mutually agreed upon between the Vendor and Sheriff's personnel and may be subject to change. Delivery will be accomplished by Vendor personnel.

Q12: Is "delivery" defined as the transport of goods from vendor warehouse to facility? **Yes**

Q13: Can you provide a current delivery schedule with your current vendor? Deliveries are on Friday's

KIOSK

Is it the desire of Bay County to utilize inmate kiosk as an alternative to the standard inmate phone ordering system? **The kiosks will be in the lobby for the inmate's friends and/or family to deposit money into the inmates account; the other kiosk will be in the intake for the inmates to deposit funds. The inmates in the block will place orders via the phone system located in each cell block.**

Could you provide additional information as to the locations of the Inmate Kiosk?

- Lobby? (Family Deposits) **Located in the lobby of the Law Enforcement Center**
- Booking? (Inmate deposits upon booking into facility) **This is located within the Law Enforcement Center where inmates are booked upon arrival.**

- How many Inmate Kiosk would be needed? **2**

Page 2 – Second paragraph – “we intend to move to a phone ordering system” – is this also a requirement or will Kiosks be the only requirement? **Bay County is looking at both a phone system and a kiosk system**

Is a Biometric Finger Print Reader a requirement for Inmate Kiosks when Ordering Commissary? **No**

Who is responsible to pay for and install the electrical and CAT5 for the pod kiosks and cashiers? **Bay County Information Systems Division**

It is the intent of the Bay County Sheriff’s Office to utilize a phone ordering system via Kiosks located in the booking area and lobby. Are their existing kiosks in these areas? **Existing in the Lobby we will be adding one kiosk.**

Page 4 -“Kiosk program”: This section indicates that the Sheriff’s office will utilize a phone ordering system via kiosks. We would like clarification on your expectations on how these two systems should interact. Typically the phone ordering system is separate from the kiosk system. **The kiosk for deposit of funds and the phone system for the inmates to place orders.**

Lobby Kiosk for deposits into inmate accounts shall accept cash, credit or debit cards. Can you provide a current fee structure for any deposit means at the facility today? **No**

Who is responsible for the removal of the cash from any kiosk(s) at the facility? **Vendor**

Do you receive any commission or portion of the fees collected from deposits into the kiosk? **Will not answer**

FINANCIAL

Does the current vendor deploy a resident banking software? **Tyler Munis**

Which inmate trust fund system will the facility be electing to use, Tyler Munis or the Vendor. **The Vendor.**

Do the “Gross Receipts” contain any of the following: (Tax / Phone Card Sales / Indigent Kit Sales / Snack Kit Sales)? **No**

If so can you provide the annual “Gross Sales” minus the above figures? **N/A**

Do “Gross Receipts” represent the total sales of inmate purchases or what was paid back to your current provider? **Total Sales**

Can you provide the total commission received for each year represented above? **No.**

Please provide operating specs for the Tyler Munis Financial System. This will confirm whether our financial program will integrate with your system. **Please provide the specs for your system in the bid package.**

ITEMS

When you refer to “Hygiene” are you referring to Indigent Kits or all Hygiene items located on the commissary menu? **Indigent Kits**

Can you provide a copy of the current commissary menu with inmate prices? **Menu – yes; pricing - no**

Does the facility purchase indigent kits from their current provider? **Yes**

If so what is the purchase price for each kit? **We want the vendor to set the pricing**

Please provide sizes/quantities of the items in the weekly indigent commissary packages.

- Golf Pencil
- Short Shank Toothbrush
- Ivory Soap (3.1oz)
- Roll-on Deodorant (1.5oz)
- Shampoo/Body Wash (4oz)
- Toothpaste Clear Gel (2.75oz)
- Toothpaste Clear Gel (.6 oz)
- Stamped Envelope
- Indigent Deodorant Stick (.5oz)
- Comb
- Lined Paper
- Stamped Envelope (x2)

ON-SITE

Please fully explain The On-Site Requirements of the Vendor.

Page 4 under “qualifications of bidder” item 3 – references that vendor must have on-site office capability. It is our understanding that there will be no on-site vendor personnel at the jail, is this correct? **There will not be vendor personnel on-site at the jail.**

General Information

Could Bay County Sheriff’s Office clarify how the Bid Bond should be calculated? **Section 3.1 on page 7 of the RFP indicates what the bid bond is and how is shall be calculated.**

What has your average monthly ADP been for the last 3 months? **177**

Who is their phone company? **AT&T**

Page 4 under “qualifications of bidder” item 2 references that the vendor must have a proven ability for contract start up with two weeks’ notice. Please define the date from which this two week implementation will begin. i.e. from contract start date or from a date that the sheriff indicates? **Sheriff indication but not before the contract is signed.**

Will Bay County require an electronic copy of the RFP response, i.e. USB Thumb Drive? No

Can you provide how many orders you average per month? 200

Does the County Currently deploy a Family and Friends Package Program? No